

Statewide Customer Service Center Pre-Proposal Meeting

Paula J. Hammond, P.E.
Secretary

David L. Dye, P.E.
Deputy Secretary

Steve Reinmuth
Chief of Staff

June 26, 2009
Via Teleconference/WebEx



**Washington State
Department of Transportation**

Meeting Information

- Call-in Information

- Within the US: 1-866-365-4406
- Outside the US:
 1. Go to: <https://g8.cfer.com/g8.jsp>
 2. Enter **8663654406** as the Ready-Access Number
 3. Enter **4155577** as the 7-Digit Access Code
 4. Click “Login”
 5. Select telephone number based on location
- Access Code: 4155577

- WebEx Access Information

1. Go to: <https://jacobs.webex.com/jacobs/j.php?ED=109243372&UID=0&RT=MiM0>
2. Enter your name and email address.
3. Enter the meeting password: (This meeting does not require a password.)
4. Click "Join Now".
5. Follow the instructions that appear on your screen.

Meeting Protocol

- When the conference call begins, please place your phone on mute.
- At the end of the presentation, WSDOT will open the line for Vendor questions.
- Don't put the call on hold if you have to step away.
- Announce your name and company when asking a question.
- End time is no later than 3pm PDT.
- WSDOT will not provide any minutes from this meeting.
- Vendor notes or audio recordings are not binding to WSDOT.
- For an official response, Vendors must submit questions in writing to the RFP Coordinator.
- This presentation is currently available at:

<http://www.wsdot.wa.gov/Business/Contracts/default.htm>

Attendees on the call at WSDOT

- Lucinda Broussard, WSDOT
- Patty Rubstello, WSDOT
- David Pope, WSDOT
- Jennifer Charlebois, WSDOT
- Elizabeth Lagerberg, AGO
- Russ McCarty, Jacobs
- Mark Hoffa, Jacobs
- Catherine Sanchez, Jacobs
- Jill MacKay, IBI Group
- Cheryl Mills, WSDOT – RFP Coordinator



Roll Call

- Name
- Company

WSDOT Mission and Goals

Mission:

The mission of the Washington State Department of Transportation is to keep people and business moving by operating and improving the state's transportation systems vital to our taxpayers and communities.

Core Values:

- Safety
- Project delivery (on time, on budget, quality products and services)
- Effective and transparent communications
- Provide equal opportunity



WSDOT Toll Facilities

- Existing toll facilities
 - SR 167 HOT Lanes
 - Tacoma Narrows Bridge
- Under procurement
 - SR 520 Bridge
- Future toll facilities
 - Columbia River Crossing
 - I-90 Bridge
 - I-405 Express Toll Lanes



CSC Program Objectives

- Provide services at lowest effective operational costs to maximize financing of transportation improvements.
- Accurately migrate current customer accounts and operations to the new CSC by October 1, 2010.
- Allow for rational expansion of the CSC for toll operations on facilities, such as I-90, I-5, and I-405, within the next five years without precluding the ability to expand to other collections.
- Support operational performance targets of 75% *Good To Go!* electronic tags, 75% billable toll collections, and 6% or less adjudication by district courts.



Vendor Scope Overview

- Establish, operate, and maintain CSC
 - Staff
 - Systems (Hardware & Software)
 - Facilities
 - Supplies
- Contract term
 - Initial term: NTP through June 30, 2014
 - Two 2-year renewal options



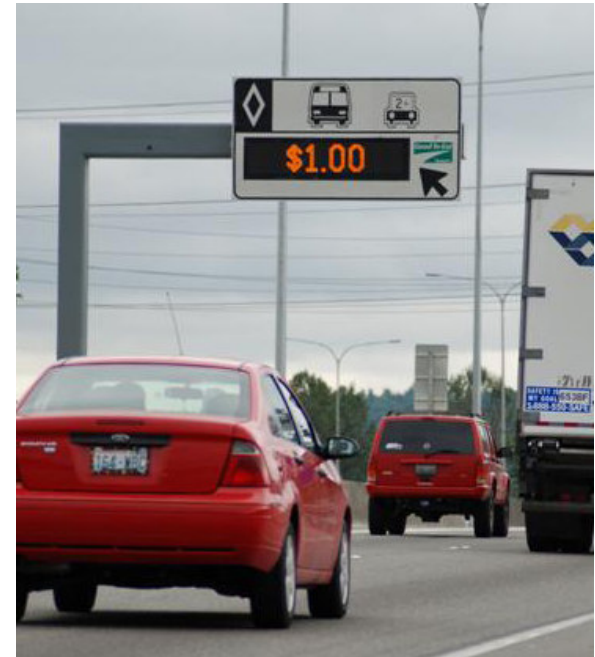
CSC Implementation

- Establish systems & interfaces
- Migrate existing CSC data
- Develop Business Rules and Standard Operational Procedures
- Open accounts (300,000)
- Distribute transponders (550,000)
- Establish storefronts
- Coordinate with others



Coordination Required

- SR 520 Toll Collection System (TCS) Vendor
- Tacoma Narrows Bridge (TNB) TCS Vendor
- TNB Operations Vendor (same as above)
- SR 167 HOT Lanes TCS Vendor
- WSDOT interfaces
- Court interfaces
- Other state system interfaces
- Banking interfaces



CSC Operations

- Open 300,000 accounts prior to SR 520 Tolling Commencement (10/1/10)
- Manage transponders & fulfill orders
- Process transactions & images
- Perform financial reconciliation & reporting
- Staff & operate three storefronts
- Staff & operate call center
- Support WSDOT marketing efforts
- Meet performance measures

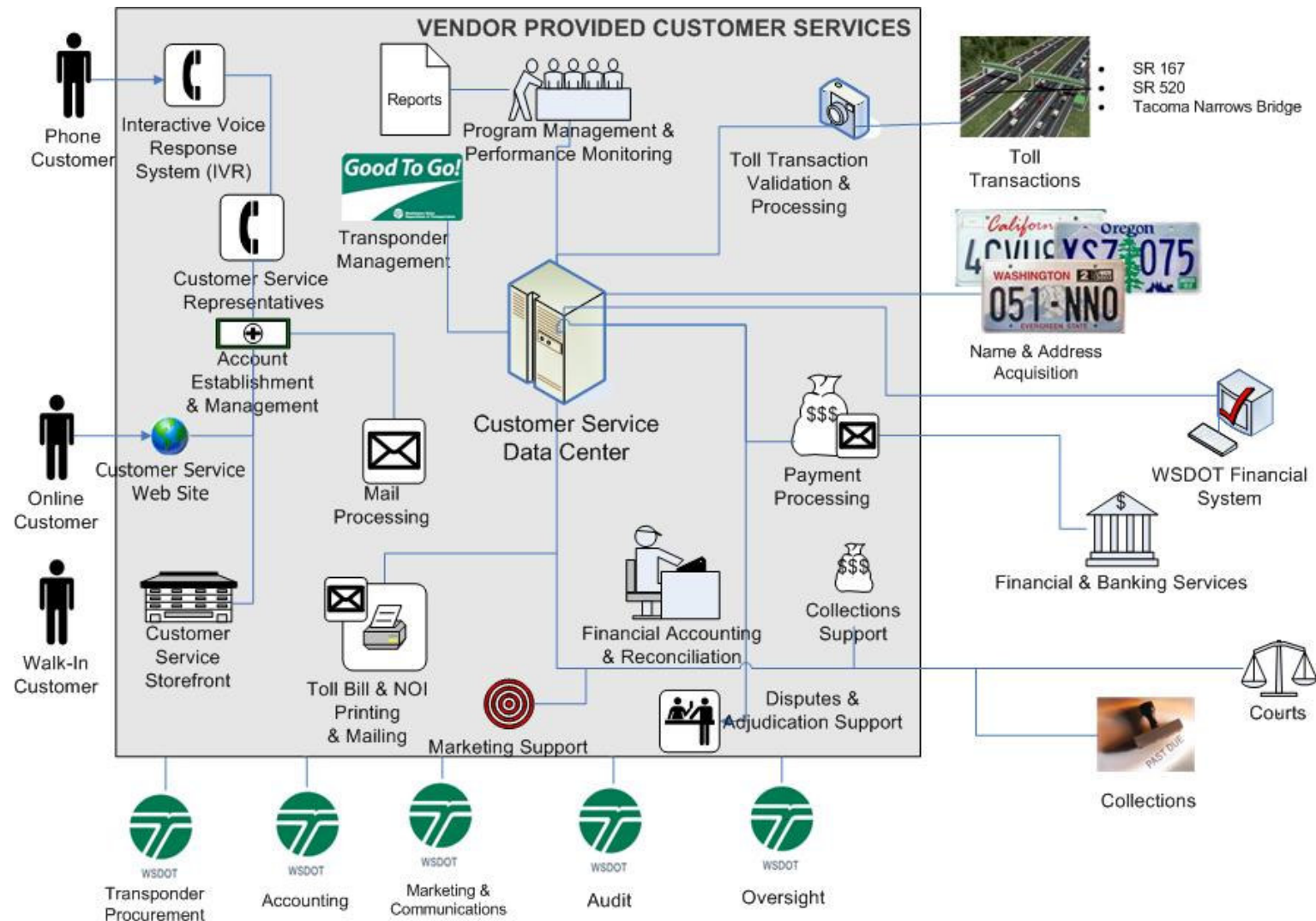


WSDOT Provided Services

- Oversight and audit
- Transponder supply
 - eGo Plus Sticker (& disabling device)
 - eGo Flat Pack
 - eGo License Plate
 - ASTM v6
 - CVISN (ASTM v6) – customer provided
- Marketing and public relations
- Credit/debit card and ACH processing
- Depository Bank (currently Bank of America)



CSC Operations Overview



Areas of Emphasis

- Existing CSC data migration
- Transponder distribution
- Accounting & reconciliation
- Reporting
- System interfaces
- Business continuity
- Schedule



Key Contract Terms

- Audit requirements
 - Annual SAS 70/88, Type II audit
 - Annual attest to accuracy and availability
- Letter of Credit
- Performance Measures & Liquidated Damages
- 10% Holdback (on Phase 1 & Phase 2 payments)
- Ordinary Changes – no additional charge



Vendor Pricing (Appendix 9)

- Phase 1: Implementation (*Table 9-1*)
 - 8 payment milestones
- Phase 2: Pre SR 520 Tolling Operations (*Table 9-2*)
 - Monthly payments up to 6 months
 - Vendor defined scope and schedule
- Phase 3: Ramp-up (Post SR 520 Tolling) (*Table 9-3*)
 - Monthly payments: Fixed + Variable (account based)
 - Ends on WSDOT fiscal year end (June 2011)
- Phases 4 to 6: Annual Operations (*Table 9-3*)
 - Monthly payments: Fixed + Variable (account based)
 - Ends June 2014
- Hourly bill rates (for future changes) (*Table 9-4*)

Key Program Dates*

Activity	Due Date
RFP Released	June 15, 2009
Optional Pre-Proposal Conference Call	June 26, 2009 (1PM – 3PM PT)
Mandatory Letter of Intent to Propose Due	July 6, 2009 @ 5:00PM PT
Written Questions Due	July 20, 2009 @ 5:00PM PT
Answers to Questions Issued	July 31, 2009
Proposals Due	August 25, 2009 @ 5:00PM PT
Qualified Vendor Notification	September 8, 2009
Interviews	September 21-25, 2009
Notification of Apparently Successful Vendor Issued	On or before October 9, 2009
Execute Contract	On or before November 2, 2009
SR 520 Tolling Commencement	October 1, 2010

*Per Amendment 1

Precluded Firms

- **Jacobs Engineering**
- **IBI Group**
- **PBS&J**
- **Dye Management**
- **Transportation Innovations**
- **PRR**
- **Magner Sanborn**
- **Cocker Fennessy**

Amendments

- **Amendment 1 – June 18, 2009**
 - Section 2.21: Schedule of Procurement Activities
 - Appendix 13 – Contract
- **Amendment 2 – June 26, 2009**
 - Pre-Proposal Conference Call
- **Future Amendment(s)**
 - Appendix 12 – Federal Requirements
 - Electronic forms for Vendor to complete and submit with proposal
 - Appendix 8 – Compliance Matrix
 - Appendix 9 – Pricing and Delivery Tables
 - Precluded Firms
 - Letter of Credit terms

Questions?

For information please contact:

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RFP Coordinator
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If using USPS:

WA State Department of Transportation
Administrative Services Contracts
Attn: Cheryl Mills
P.O. Box 47408
Olympia, WA 98504-7408

If using UPS, FedEx, etc.

WA State Department of Transportation
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Attn: Cheryl Mills
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